

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 6/26 PSAP: Norcomm Name: Booker
(Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 23:17
 Number of suspected calls received from suspected single caller: 1 ALT# 000-911-0000

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 8 secs
 How much time (approximate) did emergency service providers spend on the call(s)? _____
 Description of harassing call: _____

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time – even a week – total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 06/26/08 PSAP: Norcomm Name: Dakaya Mason
(Where call received) (Call taker)
Time or period of time that individual or related call(s) were received: _____
Number of suspected calls received from suspected single caller: 1 ALT# (911) 187-5760

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 00:00:08 hrs
How much time (approximate) did emergency service providers spend on the call(s)? N/A
Description of harassing call: N/A

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-Initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date: 06/26/08 PSAP: Norcomm Name: Dakoya Mason
 (Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 19:56
 Number of suspected calls received from suspected single caller: 1 ALT# (911) 722-6830

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:
N/A

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 00:00:16 hrs.
 How much time (approximate) did emergency service providers spend on the call(s)? N/A
 Description of harassing call: N/A

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/eecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 6/26/08 PSAP: Norcomm Name: DaKeya Mason
(Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 10:48
 Number of suspected calls received from suspected single caller: 1 ALT# (911) 239-3100

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

N/A

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 00:00:08 hrs.

How much time (approximate) did emergency service providers spend on the call(s)? N/A

Description of harassing call: N/A

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time – even a week – total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 06/26/08 PSAP: NORCOMM Name: DAKEYA MASON
(Where call received) (Call taker)
Time or period of time that individual or related call(s) were received: 17:02
Number of suspected calls received from suspected single caller: 1 ALT# (911) 043-3610

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:
N/A

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 00:00:22 hr.
How much time (approximate) did emergency service providers spend on the call(s)? N/A
Description of harassing call: N/A

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 6/26 PSAP: Norcomm Name: Booker
(Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 00:42
 Number of suspected calls received from suspected single caller: 1 ALT# 000-911-0000

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 23secs
 How much time (approximate) did emergency service providers spend on the call(s)? _____
 Description of harassing call: NO ONE WAS ON THE PHONE.

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 6/22 PSAP: Norcomm Name: S. Ivy White
 (Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 23:41
 Number of suspected calls received from suspected single caller: 1 ALT# 860-911-0000

For any **legitimate calls** from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate** calls for help (**harassing calls**), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 2-7 sec. spoke w/ female dialed in
 How much time (approximate) did emergency service providers spend on the call(s)? _____
 Description of harassing call: _____

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 06/21/08 PSAP: NORCOMM Name: DaKeya Mason
(Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 12:32:56
 Number of suspected calls received from suspected single caller: 1 ALT# 6

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 00:00:45
 How much time (approximate) did emergency service providers spend on the call(s)? _____
 Description of harassing call: _____

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 6-20-08 PSAP: Norcom Name: Ana-LA Steuxer
(Where call received) (Call taker)

Time or period of time that individual or related call(s) were received: _____

Number of suspected calls received from suspected single caller: 1 ALT# 1

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 30

How much time (approximate) did emergency service providers spend on the call(s)? _____

Description of harassing call: _____

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 6-21-08 PSAP: Norcomm Name: _____
 (Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 1935
 Number of suspected calls received from suspected single caller: _____ ALT# _____

For any legitimate calls from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were not legitimate calls for help (harassing calls), please indicate the nature of the calls:

Threatening in nature?	Yes _____ No _____	Bogus calls for help?	Yes _____ No _____
Prank call?	Yes _____ No _____	Hang up(s)?	Yes <input checked="" type="checkbox"/> No _____
Accidental dial?	Yes _____ No _____	Child playing?	Yes _____ No _____

Other? Yes _____ No _____ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 20
 How much time (approximate) did emergency service providers spend on the call(s)? _____
 Description of harassing call: _____

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time -- even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 6/21/08 PSAP: Norcomm Name: F. Adams
 (Where call received) (Call taker)
 Time or period of time that individual or related call(s) were received: 0049 HRS
 Number of suspected calls received from suspected single caller: 1 ALT# 911 - 496 - 2210

For any **legitimate calls** from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the call) or the call was discontinued before location could be established:

For any calls that were **not legitimate calls for help (harassing calls)**, please indicate the nature of the calls:

Threatening in nature?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Bogus calls for help?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Prank call?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Hang up(s)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Accidental dial?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Child playing?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Other? Yes ☐ No ☐ If yes, please explain: _____

How much time (approximate) did call taker or dispatcher spend on the call(s)? 1 second
 How much time (approximate) did emergency service providers spend on the call(s)? N/A
 Description of harassing call: Call was a hang up when it came in

Public comments can be filed using the FCC's Electronic Comment Filing System on the FCC website at:
<http://www.fcc.gov/cgb/ecfs>.